

UPTON FIRE EMS



A Pathway to the Future

A LOOK BACK AT UPTON EMS PAST

- Town based volunteer ambulance service since 1941.
- One of the first licensed ambulance services in Massachusetts.
- In 1996 began change to fulltime staffing in cooperation with Fire.
- ALS provided by Milford Hospital at no cost until July 2008.
- After 2008 ALS provided by others at a cost of \$40,000 annually.
- September 2010 EMS merged with Fire Department.
- Career staff coverage from 7 AM to 5 PM Monday thru Saturday.
- On-call coverage 5 PM to 7 AM seven days a week.

ADVANCED LIFE SUPPORT

- Two Fulltime Firefighter/Paramedics hired August 2014.
- Licensed to ALS level of service November 2014.
- Fulltime staffing increased to 14 Hour Days, 7AM to 9PM, seven days a week.
- One Career FF/EMT & one Per Diem Paramedic on Saturdays.
- One Career FF/Paramedic & One Per Diem EMT on Sundays.
- Overnight EMS coverage provided by one of four on-call groups. One Paramedic is assigned to each group.

ADVANCED LIFE SUPPORT ONGOING DEVELOPMENT

- Existing fulltime staff to attend Paramedic Training. Currently on hold due to unforeseen illness.
- Training on-call staff as paramedics on hold.
- New EMT-Bs attend ALS Interface classes.
- Medics attend continuing education at outside locations.
- EMT-Bs attend continuing education.

ADVANCED LIFE SUPPORT

- Licensed for Paramedic / Basic (P/B) staffing.
- Two Fulltime Medics involved in overnight groups since 11- 2014.
- Three Call Medics overnight coverage.
- Four (4) Per Diem Paramedics hired in January 2016.
- Primary responsibility of Per Diem Paramedics: Cover Saturday Paramedic shift.
- Secondary Responsibility: Cover open ALS shifts not covered by Fulltime FF/ Paramedics.

A TEAM APPROACH

Upton Fire EMS remains committed to our Combination Model Organization, utilizing both fulltime and on-call members to deliver the most effective service and staffing. Emergency incidents don't take the night or weekend off. We must do more to insure that a basic foundation of trained staff is available to respond when needed.

STATE LICENSING REQUIREMENTS

- 24/7 ALS Staffing required within 36 months of initial ALS license date of November 2014.
- “(b) Each ALS-Intermediate service applying for an upgrade in license to the ALS-Paramedic level shall have three years from the date the ALS-Paramedic license is issued within which to meet the standards of 105 CMR 170.385(C)(1) as it applies to ALS-Paramedic service.”

STAFFING CHALLENGES



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- Career, Call-Volunteer & Per Diem staff.
- Members motivated differently.
- Volunteer commitments can be unpredictable.
- Good Weather / Family Commitments / Weekends.
- Situational effects.
- Average age of our staff is 43 years.
- Requirements to properly document EMS calls has effected willingness to serve.



OVERNIGHT STAFFING 2015 VS 2016

Command Staff



Group 1



Group 2



Group 3



Group 4



Command Staff



Group 1



Group 2



Group 3



Group 4



Paramedic



FF/EMT or EMT



Firefighter

HOW DOES STAFFING EFFECT AMBULANCE RESPONSE TIMES?

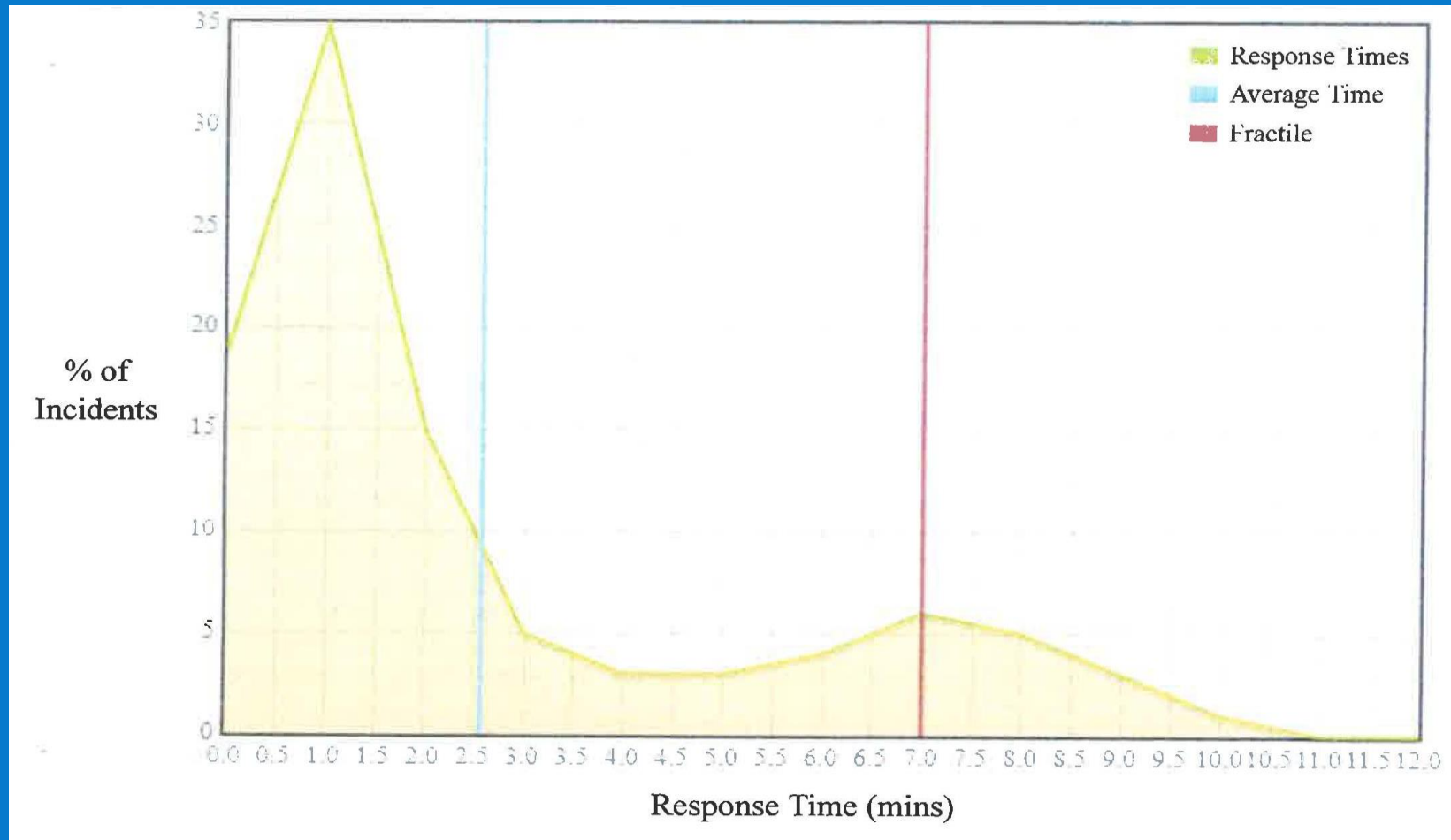
When station is staffed –

Average rollout time 1 minute.

When station is unstaffed –

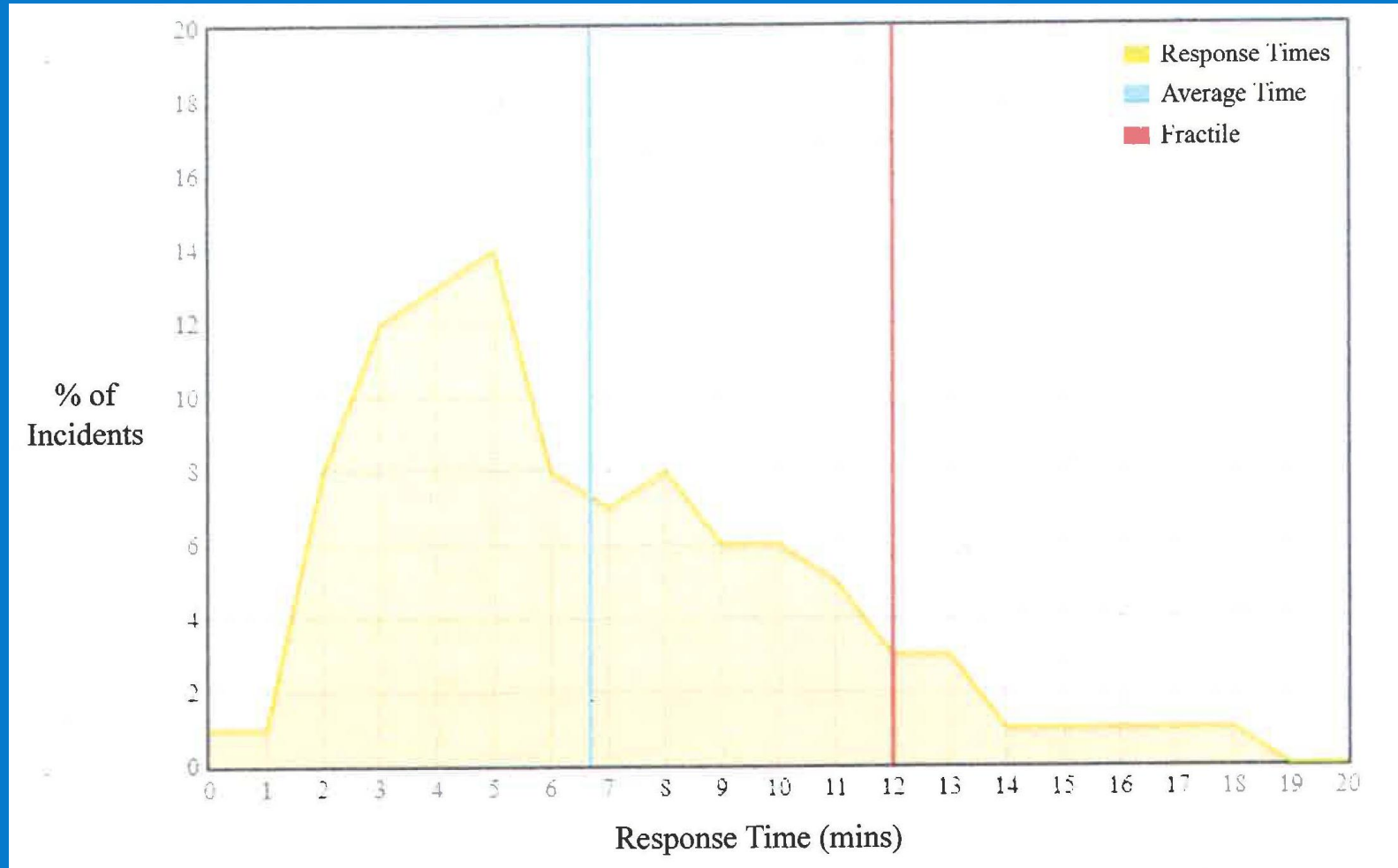
Average rollout time 7 minutes.

HOW DOES STAFFING EFFECT AMBULANCE RESPONSE TIMES?



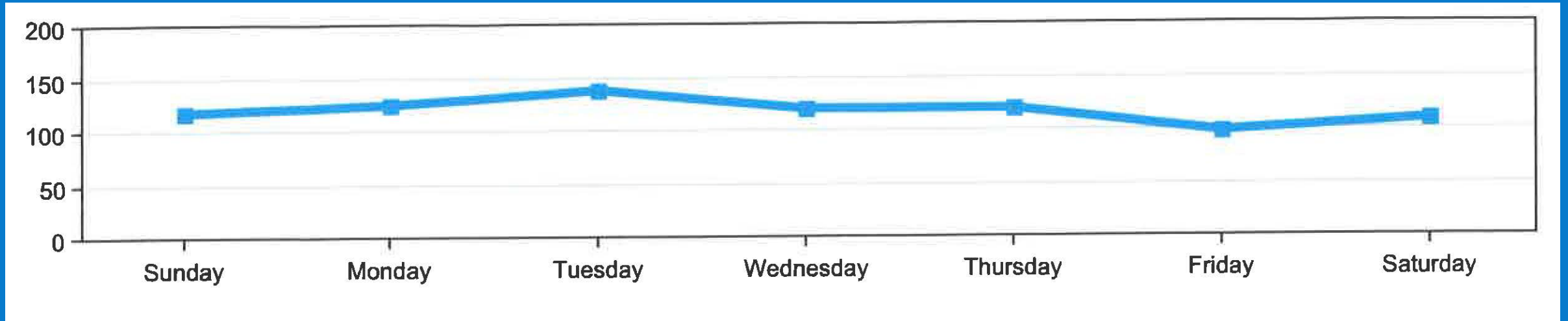
Time of Dispatch to Ambulance Responding

HOW DOES STAFFING EFFECT AMBULANCE RESPONSE TIMES?



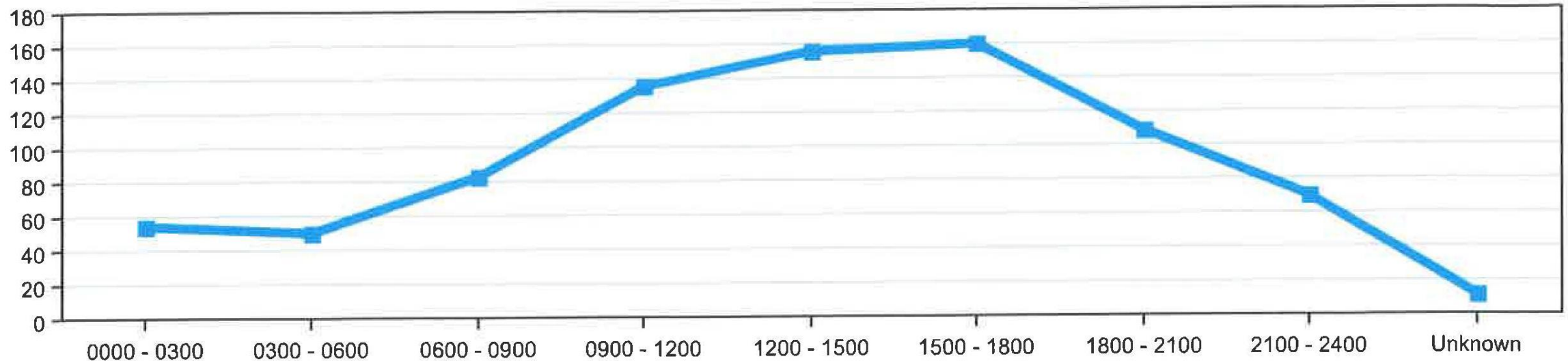
Time of Dispatch to Ambulance on Scene

WHEN DO WE RESPOND?



**Fifteen years ago, the majority of EMS calls occurred on weekdays.
Today, the call volume is largely equal throughout the week.**

WHEN DO WE RESPOND?



**EMS calls begin to increase daily at 7 AM,
peak from noon to 6 PM
and historically drop off after 9 PM.**

A COMMITMENT TO SERVICE



A COMMITMENT TO SERVICE

- Growth estimates in Town exceed 8,000 population.
- Two additional over age 55 developments.
- More room to grow.
- Demographic changes of population, residential structures.
- What are the response expectations of our residents ?

SIMILAR COMMUNITIES-SIMILAR PROBLEMS

	<u>Dudley</u>	<u>Hopedale</u>	<u>Sterling</u>	<u>Westminster</u>	<u>W. Boylston</u>	<u>Upton</u>
<u>Population</u>	11,390	5,911	7,808	7,277	7,669	7,562
<u>EMS Calls</u>	1,100	880	716	749	728	658
<u>ALS</u>	24/7	24/7	24/7	24/7	24/7	14 hrs/day
<u>Operational Staffing</u>	2 Groups of 2 6A to 6P 2 Per Diem 6p to 6A	4 Groups of 2 24 hour shifts	4 Groups of 2 24 hr shifts 1 FF/Medic 1 P/T FF/EMT	4 Groups of 2 24 hour shifts	3 Groups of 2 24 hr shifts 2 Per Diem on Saturdays	7A to 9 P w/2 7A to 4P w/1 Per Diem Medic Sat
<u>Command Staff</u>	Chief Mon- Fri	Chief & Dep Mon- Fri	Chief & Capt Mon- Fri	Chief & Capt Mon- Fri	Chief Mon- Fri	Chief Mon- Fri
<u>Total Staff</u>	5	10	6	9	7	6
<u>Reason for 24/7</u>	Call staff not resp.	Move to ALS.	Lack of call staffing.	Lack of call staffing.	Lack of call staffing.	ALS staffing.
<u>Budget</u>	\$958,000	\$1,210,909	\$1,450,000	\$1,093,212	\$954,000	\$998,499

LOOKING TO THE FUTURE



LOOKING TO THE FUTURE

- Establish a foundation of staffing to best serve our community.
- 24/7 Paramedics.
- Fulltime staffing from 7 AM to 9 PM covers 77% of EMS calls.
- In-station medic paired with On-Call EMT for overnight hours.
- Maintain staffing levels during daytime when Call Staff are not available to respond.
- Future hires will be Firefighter / Paramedics.
- Future of existing Fulltime Firefighter /EMTs.

STAFFING OPTIONS

Option 1

- **Increase Per Diem Paramedic staff to cover overnight hours.**
- **Cost \$55K to \$73K annually.**
- **Reduces compensation for medics responding on night calls .**
- **365 shifts to fill each year.**
- **No fire coverage.**
- **Not permanent employees.**
- **Short term fix.**

Option 2

- **Hire 2 FF / Paramedics at cost of \$118,000 plus benefits and uniforms.**
- **Establishes 24 hour Career FF/Paramedic with dedicated staff.**
- **Eliminates need for Per Diem Medic shift on Saturdays saving \$15,000.**
- **Reduces compensation for medics responding on night calls .**
- **Apply for SAFER Grant to cover above costs for 2 years.**

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Discussion and Questions